

Before the
Federal Communications Commission
Washington, DC 20554

In the Matter of)
)
Petition for Reconsideration for the Untimely
Filed Request For review by)
)
Living Faith Academy, Inc.) CC Docket No. 02-6
Daytona Beach, Florida)
)
Schools and Libraries Universal Service)
Support Mechanism)

**Petition for Reconsideration in the Untimely Filed Request for Review of the Request for a
Waiver of FCC Form 471 Filing Deadline for Funding Year 2016
RE: FCC Form 471 BEN Number 16075990**

I. INTRODUCTION AND SUMMARY

Living Faith Academy completed the Form 471 for the Schools and Libraries Universal Service Program on May 26, 2016 and was unable to certify and submit due to unanswered questions in the application. The staff person responsible for completing the application contacted the USAC support team for assistance in completing the application prior to the published deadline as evidenced in the attached copies of email correspondence. The USAC support technician failed, on multiple occasions to provide adequate instructions which prevented the staff from completing the Form 471 prior to the deadline. The USAC was contacted again by the staff for instructions on completing the application and again, she was provided with erroneous instructions via email. She reached out to the support team approximately 5 different times before finally being provided with the correct instructions which allowed her to complete the

application and receive a Certified Timestamp on May 27, 2016 just one day after the filing deadline. Form 471 was filed late solely due to inadequate instructions from the USAC support team and this is verifiable information that can be traced by reviewing the instructions she received from USAC and comparing it to the application process itself. It wasn't until May 27th that she received the correct instructions and therefore the application was late.

Living Faith Academy was completely confident that the late application was received and processed by USAC due to the fact that the USAC technicians were at fault. Living Faith Academy was advised that there was additional notification that the application late and not accepted on the Certified Timestamp page however, no notification was included and a copy of the Certified Timestamp page is attached. Also, attention was given to the fact that in one of the emails from a support technician a note was included that stated the application was late and would require a waiver request yet, less than 3 minutes later additional support information was received from the support team. The staff person completing the Form 471 was completely focused on completing getting it done and therefore did not find supplemental information from the technicians necessary as she was able to complete the application and receive a Certified Timestamp. Furthermore, this would be Living Faith Academy's third year participating in this program and we operate with the complete confidence that we would not be penalized by USAC for the errors of their staff as our history with USAC has always been one of understanding, support and patience. We have utilized help from the support team on numerous occasions in the past and have always had favorable experiences.

Living Faith Academy had no prior knowledge that the Form 471 was not accepted until receiving notification in September 2016 by an outside party that our application was not on file with USAC (see attachments) and we immediately started the appeals process. The request for a waiver was filed late because we did not have any information that the application had not been accepted and processed by USAC prior to that time.

II. Request

Living Faith Academy respectfully requests that the note from the USAC support team that was inserted into a technical support communication by a technician NOT be considered as Living Faith Academy's official notification of denial which started the 60 day deadline for submitting an appeal. In addition, Living Faith Academy requests that the Request for the Waiver be granted and Living Faith Academy be approved for participation in the Schools and Libraries Universal Service Program for the year 2016 – 2017.

Respectfully submitted,



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Dated: December 29, 2016